



THE COMMUNITY AND ECONOMIC DEVELOPMENT
ASSOCIATION OF COOK COUNTY, INC

Request for Proposals

Specification No. RFP09242021

for

CALL CENTER & REMOTE INTAKE

for

UTILITY BILL ASSISTANCE PROGRAMS

in

COOK COUNTY

Submittals from minority, women, and disadvantaged business enterprises are encouraged.

Late bids will not be accepted.

Pre-Proposal Meeting

*The meeting will be hosted via Microsoft Teams and will be held on Wednesday, October 20, 2021 from 10:00AM – 12:00PM. **NOTE:** In order to attend the meeting, proposers will be required to email Shawnee Little (slittle@cedaorg.net) your contact information prior to the meeting to obtain the link.*

Questions are due by Friday, October 22, 2021 by 3:00PM

Submissions are due by Wednesday, November 10, 2021 by 3:00PM

Due to Covid-19, CEDA will accept electronic copies of the submittals however, if your submittal is too large to send electronically it is **YOUR** responsibility to get it turned in by the submittal date. Electronic submissions should be sent to slittle@cedaorg.net.

If you are delivering by hand or mail

CEDA-Procurement

567 W. Lake Street, Suite 1200

Chicago, IL 60661

Envelope Must Be Labeled: Specification No. RFQ09242021

INTRODUCTION

The Community and Economic Development Association of Cook County, Inc. (CEDA) is one of the largest private, nonprofit community action agencies in the country. CEDA offers a variety of programs and services in the areas of community and economic development, education, emergency assistance, employment and training, energy conservation, health and nutrition, and housing.

CEDA's Energy Services Department administers utility assistance programs funded with federal, state, city and utility dollars. The primary purpose of the utility assistance programs is to assist low-income households by offsetting the rising cost of utilities through direct financial bill assistance, rate reduction, heating system repair or replacement and home weatherization.

The Energy Services Department receives Federal, State and utility funding to administer multiple utility bill assistance programs in Cook County. The utility assistance programs currently offered are:

- Low Income Home Energy Assistance Program (LIHEAP)
- Percentage of Income Payment Plan (PIPP)
- Furnace Assistance Program
- Low Income Household Water Assistance Program (LIHWAP)
- City of Chicago Utility Billing Relief (UBR)
- ComEd Residential Special Hardship
- Peoples Gas Share the Warmth

SCOPE OF SERVICE

CEDA's Energy Services Department is seeking proposals from qualified firms for Call Center Services in support of the utility assistance programs. CEDA desires to partner with a company that can provide an omnichannel call center for our callers. The interested firm would be required to accept inbound calls and make outbound calls to customers. This call center will provide program information and application intake to all Cook County residents interested in learning about utility bill assistance programs and/or applying for assistance.

The Call Center receives, on average, 25,000 calls per month. The contracted firm will be expected to develop strategies to ensure efficient, expedient, and quality customer service is delivered. This includes, offering self-service options and reducing repeat callers.

2.1 Responsibilities

Call Center must provide the following:

1. Recruit, screen, hire, and train personnel as dedicated Agents who shall be required to answer, handle, and process customer service interactions.
2. Provide appropriate facilities, managerial and supervisory support, and training to agents.
3. Provide services related to systems set-up and integration.
4. Provide the general day-to-day operating supplies for the performance of its services, including ordinary and routine office supplies.
5. Provide standard reports as well as specialized reports requested by CEDA.
6. Provide security at its facilities including disaster recovery mitigation and escalation in accordance with standard policies and procedures.
7. Provide Client with access to facility, as applicable, where the services are being performed for purposes of monitoring the services including the ability to monitor calls remotely.
8. Must have the capacity to conduct phone conversations in the language of the caller's choice, either through staff fluent in the language or through use of a language line.

2.2 Minimum Service Standards

The minimum acceptable standards of service must be as follows:

1. Operate call center Monday through Friday, 8:30 am – 7:00 pm (Central). Firm will be expected to follow the CEDA holiday schedule. Firm must be able to scale up or down based on volume. This includes staff and hours of operation.
2. Abandonment rate will not exceed 20%, i.e., meaning 80% of all incoming calls must be answered.
3. Achieve 90% resolution rate for first point of customer contact. Escalation of a call to CEDA staff will not be considered a resolution.
4. Customer satisfaction must be consistently satisfactory.

2.3 Vendor Qualifications

The selected firm **MUST**:

1. Have at least 5 years of call center experience operating multi-channel or omni-channel call center.
2. Have proven experience with utility assistance programs, nonprofit programs, serving low-income residents and/or public sector clients.
3. Have proven experience providing strategy and solutions for improving customer experience.
4. Provide security and training measures taken to properly handle customer's personally identifiable information (PII).

2.4 Response Questions

1. How long have you been in business?
2. How many employees do you have? How many are phone agents?
3. How many physical centers do you operate? (List address & number of employees for each location)
4. What percentage of agents work remotely?
5. What languages do you currently support?
6. What is the average length of your client relationships?
7. Name your five largest clients, and list how long they have been clients.
8. What is your firm's mission statement and company values?
9. How does your corporate culture align with your understanding of our own company, values, and culture?
10. How have you worked to maintain culture despite remote and/or physically distanced work environments?
11. What are you doing to promote diversity and inclusion within your organization?

2.5 Agent Hiring/Training

1. Outline your recruitment and retention strategies including how your organization is recruiting in the time of COVID.
2. Describe your training structure (team, facilities, Learning Management Systems, remote platforms, etc.) and outline approach to new hire training.
3. What percentage of new hires graduate from training to production?
4. What percentage of agents are still with the company six months after graduating from training?
5. How have you evolved your training program to accommodate remote work environments?
6. How do your success ratios differ in remote work circumstances?
7. What is your annual agent attrition rate companywide (list both voluntary and involuntary turnover numbers)? What are the attrition rates for the program that most resembles our requirements?
8. What is the average tenure of salaried staff? Hourly staff?
9. How do you profile your agents and assess skills?
10. What percent of agents have some post-secondary education?

2.6 Reporting

1. What custom reporting capabilities can you offer?
2. How do your clients access reporting?

3. Provide examples of standard and custom reports.

2.7 Project Management

1. What percentage of the project manager(s)'s time will be dedicated to our project?
2. Provide an organization chart and bios of senior leadership and program managers.
3. Describe your governance model including detail on senior management involvement on our account.

2.8 Technology

1. Describe your telephony platform and CRM systems.
2. Detail your business continuity plans and redundancy practices.
3. How do you support the remote and/or physically distanced work environment from a technology perspective?
4. What options do you provide to clients for program-specific redundancy or contingency plans? (Provide details on which options are included in your pricing model.)
5. Detail your ability to pivot from an in-office solution to a primarily remote solution and vice versa from a technology perspective.

2.9 Pricing

1. Pricing Models
2. Detail one-time costs associated with startup.
3. What is the estimated annual cost of the solution detailed in your proposal?
4. Detail your pricing model.
5. What services and features are included in this pricing? Include team/project management resources as well as technology and reporting.
6. What performance guarantees are included in this pricing?
7. Are there any volume discounts you can provide?
8. Are long-distance costs included, if no, please detail how direct costs are billed?
9. Describe any risk/reward bonus-penalty structure you offer.
10. If you were to suggest an alternative pricing model within the same volume parameters as the scenario provided, what would you suggest?

2.10 Participation of Minority, Women-Owned, Small, Veterans and Disadvantaged Business Enterprises

CEDA is a Community Action Agency in partnership with communities to bring public and private resources to end poverty. CEDA understands the impact that small and minority business can have on poverty. CEDA intends to employ an additional creative solution to the abatement of poverty, by leveraging its procurement dollars in such a way that minority and women business enterprises are stimulated by these funds.

CEDA aggressively seeks minority, women-owned and disadvantaged, veterans and small business enterprises to participate in its procurement activities. Vendors must complete Exhibit C of this document. Certification will be accepted from the City of Chicago, CEDA of Cook, State of IL., Women's Business Development Agencies and the Chicago Minority Business Development Council, Inc.

SECTION 3 INSTRUCTIONS TO RESPONDENTS

3.1 Instructions

This RFP provides potential Respondents with sufficient information to enable them to prepare and submit proposals. This RFP also contains the instructions governing the submittal of a proposal and the materials to be included therein, including CEDA requirements, which must be met to be eligible for consideration. All proposals must be complete as to the information requested in this RFP in order to be considered responsive and eligible for award. Respondents providing insufficient details will be deemed non-responsive. CEDA is not obligated, either to purchase the full services or the products proposed by the Respondents, nor to enter into an agreement with any one Respondent.

3.2 Clarifications/Questions

Questions regarding this RFP will be submitted in writing to the Contact person listed on the cover page of this RFP no later than Friday, October 22, 2021 by 3:00PM. We understand you may require additional information to provide a comprehensive response to this request for proposal. For control purposes, we ask that you submit any questions in writing to Shawnee Little, Procurement Manager, at slittle@cedaorg.net. CEDA's responses to submitted questions will be shared with all Respondents. Oral interpretations of proposal documents are not binding.

3.3 Uniformity

To provide uniformity and to facilitate comparison of Proposals, all information submitted must clearly refer to the page number, section or other identifying reference in this RFP. All information submitted must be noted in the same sequence as its appearance in this RFP. CEDA reserves the right to waive minor variances or irregularities.

3.4 Proposal Material

The Proposal material submitted in response to the RFP becomes the property of CEDA upon delivery to the Department of Procurement and will be part of any contract formal document for the goods or services which are the subject of this RFP.

3.5 Addenda

Should any Respondents have questions concerning conditions and specifications, or find discrepancies in or omissions in the specifications, or be in doubt as to their meaning, they should notify the Department of Procurement no later than Friday, October 22, 2021 by 3:00PM to obtain clarification prior to submitting a Proposal. Such inquires must reference the proposal due date and CEDA RFP number.

Any clarification addenda issued to Respondents prior to the Proposal due date shall be made available to all Respondents. Since all addenda become a part of the Proposal, the Addenda Acknowledgement Form *must be signed by an authorized Respondents representative and returned with the Proposal. Failure to sign and return any and all addenda acknowledgements may be grounds for rejection of the Proposal.*

Interpretations that change the terms, conditions, or specifications will be made in the form of an addendum to the solicitation by CEDA. If issued, CEDA will post the addenda on CEDA website: www.cedaorg.net. In the event there are any conflicts between the general terms and conditions and any special terms and conditions, the special terms and conditions shall take precedence.

3.6 Respondents Responsibility for Services Proposed

The Respondents must thoroughly examine and will be held to have thoroughly examined and read the entire RFP document. Failure of Respondents to fully acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a Contract.

3.7 Errors and Omissions

The Respondents expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any error or omission to the detriment of the services or CEDA. Should the Respondents suspect any error, omission, or discrepancy in the specifications or instructions, the Respondents shall immediately notify CEDA in writing, and CEDA will issue written corrections or clarifications. The Respondents is responsible for the contents of its proposals and for satisfying the requirements set forth in the RFP. Respondents will not be allowed to benefit from errors in the document that could have been reasonably discovered by the Respondents in the process of putting the proposal together.

3.8 RFP Interpretation

Interpretation of the wording of this document shall be the responsibility of CEDA and that interpretation shall be final.

3.9 Confidentiality and Response Cost and Ownership

From the date of issuance of the RFP until the due date, the Respondents must not make available or discuss its Proposal, or any part thereof, with any employee or agent of CEDA. The Respondents is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois statutes.

3.10 Use of Sub-Contractors

Sub-Contractors should not be utilized to provide services unless pre-approved by CEDA.

3.11 Period of Firm Proposal

Prices for the proposed service must be kept firm for at least ninety (90) days after the last time specified for submission of Proposals. Firm proposals for periods of less than this number of days may be considered non-responsive. The Respondents may specify a longer period of firm price than indicated here. If no period is indicated by the Respondents in the proposal, the price will be firm until written notice to the contrary is received.

3.12 CEDA Rights

CEDA reserves the right to reject any and all offers, to waive any informality in the offers and, unless otherwise specified by the Respondents, to accept any item in the offer. CEDA also reserves the right to accept or reject all or part of your Proposal, in any combination that is economically advantageous to CEDA.

3.13 Alteration/Modification of Original Documents

The Respondents certifies that no alterations or modifications have been made to the original content of this RFP or other procurement documents (either text or graphics and whether transmitted electronically or hard copy in preparing this proposal). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are apparent and clearly noted in the offered proposal. Respondents understands that failure to comply with this requirement may result in the proposal being disqualified and, if determined to be a deliberate attempt to misrepresent the proposal, may be considered as sufficient basis to suspend or debar the submitting party from future procurement opportunities.

SECTION 4 EVALUATION PROCESS

4.1 Proposals Evaluation and Award

Proposals will be evaluated based on their ability to meet the requirements in section 2. Scope of Services, price, the quality of the Respondents credentials, reputation and references. Evaluation of proposals is the sole responsibility of CEDA staff and based on CEDA's assessment of responses. CEDA reserves the right to enter into an agreement or reject any or all proposals when based on the best interest of CEDA.

4.2 Responsiveness Review

CEDA personnel will review all proposals to ascertain that they are responsive to all submission requirements.

4.3 Acceptance of Proposals

CEDA reserves the right to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal deemed most favorable to CEDA.

4.4 Evaluation Process

Proposals will be scored on a one hundred (100) point scale by an evaluation committee comprised of CEDA personnel. The committee will evaluate all responsive proposals in accordance with the evaluation criteria detailed below.

After the evaluation committee has evaluated proposals in response to this RFP, CEDA shall establish a competitive range. Those Respondents within the competitive range will be notified. **CEDA, however, reserves the right to make its decision to award a contract based solely on the written submitted Proposals without any requests for presentations, formal interviews, negotiations or further discussions.**

The evaluation process may result in a short-list of proposals. The evaluation committee will request that the short-listed Respondents make a presentation to the committee at CEDA's office. The presentation is expected to include an interactive software demonstration and other content that demonstrates why the Respondents should be selected. CEDA may also consider customer testimonials or references, request clarifications, request a site visit of Respondents' premises (as appropriate), request a best and final offer, respond to questions, or consider alternative approaches.

4.5 Right to Inspect

CEDA reserves the right to inspect and investigate thoroughly the establishment, facilities, equipment, business reputation, and other qualifications of the Respondents and any proposed sub-contractor and to reject any Proposal regardless of price if it shall be administratively determined that in CEDA's sole discretion the Respondents is deficient in any of the essentials necessary to assure acceptable standards of performance. CEDA reserves the right to continue this inspection procedure throughout the life of the Contract that may arise from this RFP.

4.6 Best and Final Offer

CEDA reserves the right to request a Best and Final Offer from finalist Respondents, if it deems such an approach necessary. In general, the Best and Final Offer will consist of updated costs as well as answers to specific questions identified during the evaluation of Proposals.

If CEDA chooses to invoke this option, Proposals will be re-evaluated by incorporating the information requested in the Best and Final Offer document, including costs, and answers to specific questions presented in the document. The specific format for the Best and Final Offer would be determined during evaluation discussions. Turnaround time for responding to a Best and Final Offers document is usually *brief (i.e., five (5) business days or less)*.

4.7 Selection Process

Upon review of all information provided by shortlisted Respondents, the evaluation committee will make a recommendation for selection to the Procurement Manager for concurrence and submission to CEDA Board of Directors. CEDA reserves the right to check references on any projects performed by the Respondents whether provided by the Respondents or known by CEDA. CEDA intends to select a proposal that best meets the needs of CEDA and provides the best overall value.

SECTION 5 EVALUATION CRITERIA (Listed in Order of Importance)

5.1 Responsiveness of Proposal

Respondents is compliant with all the submission requirements of the RFP including Exhibits. While these are not seen as criteria, per se, only submittals that are seen as responsive, from Respondents deemed responsible will be evaluated against the criteria and be eligible for an award. CEDA plans to award a contract from this RFP to the firm that most thoroughly meets the qualifications set forth in this document.

5.2 Evaluation Criteria

Proposals will be reviewed and selected on the following criteria:

EVALUATION CRITERIA	POINTS
<ul style="list-style-type: none"> • Ability to Offer Omnichannel Call Center 	0-25
<ul style="list-style-type: none"> • Ability to offer strategy and solutions for improving customer experience 	0-20

• Pricing	0-20
• Length of time in business as a Call Center	0-15
• Ability to provide services in multiple languages	0-10
TOTAL POINTS	0-100

SECTION 6 SUBMISSION OF PROPOSAL

6.1 Instructions for Submission

Respondents are required to submit four (4) paper originals and (1) electronic copy no later than the time and date indicated in the RFP. The originals should be clearly marked “**ORIGINAL.**”

6.1.1 Time for Submission

Proposals shall be submitted no later than the date and time indicated for submission in this RFP. Late or emailed submittals may not be considered.

6.1.2 Format

Proposals not containing the following submittal requirements may be deemed non-responsive to this RFP.

Respondents shall present their proposals as a firm offer which, if accepted by the CEDA in its entirety, shall be binding between the parties. Respondents are encouraged to organize their submittal in such a way as to follow the submittal requirements listed herein.

6.1.3 Complete Submission

Respondents are advised to carefully review all the requirements and submit all documents and information as indicated in this RFP. Incomplete proposals may lead to a proposal being deemed non responsive. Non responsive proposals will not be considered.

6.1.4 Packaging and Labeling

The outside wrapping/envelope shall clearly indicate the RFP title and date and time for submission. It shall also indicate the name of the Respondent.

6.1.5 Timely Delivery of Proposals

Proposals can be emailed to slittle@cedaorg.net. If delivering via carrier or by hand, Office of the Procurement Manager through U.S. Mail or other available courier services to the address shown on the cover sheet of this RFP. Include the RFP number on any package delivered or sent to CEDA, Office of the Procurement Manager and on any correspondence related to the Proposal. If using an express delivery service, the package must be delivered to the designated building and office.

6.1.6 Late Proposals

The Respondents remains responsible for ensuring that its Proposal is received at the time, date, place, and office specified. CEDA assumes no responsibility for any Proposal not so received, regardless of whether the delay is caused by the U.S. Postal Service, CEDA Postal Delivery System, or some other act or circumstance.

6.1.7 Schedule of Revisions to RFP Schedule

Should the Respondents consider that changes in CEDA's RFP schedule are required; the Respondents shall submit a revised summary schedule with an explanation for the revision for CEDA's review. CEDA will be under no obligation to accept revised schedules.

6.2 Submission Requirements

6.2.1 Cover Letter

The cover letter shall be signed by an authorized representative of the Respondents. The letter shall indicate the Respondents commitment to provide the services proposed at the price and schedule proposed.

6.2.2 Table of Contents

6.2.3 Ability to Offer Omnichannel Call Center The ideal organization will offer multiple channels of communication that are connected and integrated resulting in a seamless customer experience. Provide a detailed overview of your call centers workflow.

6.2.4 Ability to Offer Strategy and Solutions for Improving Customer Experience

Due to an extremely high call volume and the nature of the calls, strategic solutions to improve wait time, handle time, escalations, etc. are needed. Provide a narrative that explains solutions you provide to handle high call volumes, how you handle escalated and complex issues, callers with language barriers, how you reduce wait and handle times, etc.

6.2.5 Pricing Provide a detail response of how you charge for services, including cost for training, additional hours and weekend rates. Any additional cost should be included here, if applicable.

6.2.6 Length of Time in Business as a Call Center Provide a history of your organization and length of time in business as a Call Center.

6.2.7 Experience with Utility Assistance Programs, Nonprofit Programs, Serving Low-Income Residents and/or Public Sector Clients. Describe the firm's previous experience with providing Call Center services for projects of similar type as described in the Scope of Services. Provide those skills that demonstrate prior experience in providing similar services. Provide at least three contract examples with firms similar in size to CEDA, within the last five years, where call center services were provided. Preferably contract with governmental and/or not-for profit agencies. Provide a list of references from those contracts. Include the name of the contact person, name of the organization, project dollar value, address, telephone number and email address. Use the Reference Form, Exhibit E, to submit contact information.

6.2.8 MBE/WBE/SBE/DBE/VBE Participation

If the Respondents is a minority, women-owned, small, disadvantaged or veteran business enterprise vendor complete Exhibit C of this document. Certification will be accepted from the City of Chicago, CEDA of Cook, State of IL., Women's Business Development Agencies', Chicago Minority Business Development Council, Inc. Other certifications may be accepted at CEDA's discretion.

6.2.9 Legal Actions

Respondents shall include a detailed description of any disputes they currently are involved in, as well as, a complete list of any lawsuits, judgments occurring within the last five (5) years, and all current liens pending, if applicable. If there is none, that should be indicated.

6.2.10 System for Award Management (SAM)

Provide a SAM number. For information on how to obtain a SAM number for your organization, please refer to the following website: <http://www.sam.gov>

6.2.11 Dun and Bradstreet

Provide a Dun & Bradstreet number. For information on how to obtain a D&B number for your organization, please refer to the following website: <http://www.dandb.com>

6.2.12 Independence and Conflict of Interest

Discuss the firm's independence with respect to CEDA. Provide information regarding any real or potential conflict of interest. Failure to address any potential conflict of interest upfront may be cause for rejection of the proposal. If there is none, that should be indicated.

6.2.13 Insurance

Provide proof of current liability insurance coverage.

6.2.14 Certificate of Good Standing

Must provide a copy of the Illinois Certificate of Good Standing.

6.2.15 Other Required Submittals

Section 8	Proposal Affidavit
Exhibit B	Contractor's Affidavit
Exhibit C	Diversity Form
Exhibit D	Certification Regarding Lobbying
Exhibit E	Business Information & References

6.3 Proposal Evaluations and Award

6.3.1 Interviews

CEDA reserves the right to interview any and all Respondents to determine qualifications, discuss rates, hours, etc. and to negotiate best and final pricing. Respondents agrees to participate in any subsequent meetings or presentations requested by CEDA in the evaluation of this proposal.

6.3.2 Contract Award

A contract will be awarded to the Respondents whose proposal, in the sole judgment of CEDA most thoroughly meets the qualifications outlined in this document. CEDA reserves the right to review all proposals submitted for a maximum period of forty-five (45) days after the date of submission, and by submitting a proposal, the Respondents agrees that the amount specified in the proposal shall remain in full force and effect for the forty-five (45) day period. No Respondents shall modify, withdraw, or cancel its proposal or any part thereof for sixty (60) days after the date of submission.

The selected proposal(s) must enter into an Agreement with CEDA within fifteen (15) days following its notification of selection. CEDA in its sole discretion may extend the period up to a maximum 3-day period. CEDA may replace the selected proposal with a replacement if the selected proposal does not sign the Agreement with CEDA by the end of the 15th day or extended period.

SECTION 7 GENERAL CONDITIONS

7.1 Insurance Requirements and Indemnification

Proposal must be accompanied by written evidence of the type and amount of insurance maintained by Respondents. The Respondents shall indemnify, keep and hold harmless its agents, officials, and employees, against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, costs and expenses, which may in anyway accrue against CEDA in consequence of the granting of this contract, or which may in anyway result there from, whether or not it shall be alleged or determined that the act was caused through negligence or omission by the Respondents or his employees, of a sub-Respondents of his employees, if any, or of CEDA or its employees. The Respondents shall, at his own expense, appear, defend and pay all charges of attorneys and costs and other expenses arising there from or incurred in connection therewith, and if any judgment shall be rendered against CEDA in any such action, the Respondents shall, at his own expenses, satisfy and discharge them. The Respondents expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by Respondents, shall in no way limit the responsibility to indemnify, keep and hold harmless and defend the CEDA as herein provided.

7.2 Investigations Prior to Proposal Award

CEDA may make such investigations as are deemed necessary to determine the ability of the Respondents to perform the work, and the Respondents shall furnish all such information and data for this purpose as CEDA may request. CEDA reserves the right to reject any proposal if the evidence submitted by, or investigation of such Respondents, fails to satisfy it that such Respondents is properly qualified to carry out the obligations of the contract.

7.3 Officials or Employees

No officer or employee of the CEDA, or the governing body of the CEDA, who exercises any responsibilities with respect to the purchase to be made, shall during his tenure in office, have any interest, direct or indirect, in any contract or purchase order issued as a result of this proposal process.

7.4 Exemption from Retailers, Occupation or Use Taxes

CEDA is a non-profit corporation recognized by the Internal Revenue Services as a 501 (c) (3) exempt organization and by the State of Illinois as organized exclusively for charitable purposes. CEDA is exempt by law from Retailers Occupation Tax (both State and Local), Use Tax and the Service Use Tax of IL on materials or services purchased in connection with the work. Consultants, Respondents or selected Respondents that perform services for or supply equipment and materials to the CEDA must pay, as a cost of the Work, all existing and future applicable federal, state, and local taxes that apply to them, whether direct or indirect, incurred in connection with the services. The quoted hourly billing rate must include all other Federal, State and/or Local direct or indirect taxes that apply.

7.5 Cost/Ownership of Proposals

CEDA owns all Proposals. Proposals will not be returned to select Vendor. CEDA shall not be responsible for expenses incurred in preparing and submitting the Proposal. Such costs shall not be included in the Proposal.

7.6 Response to Exhibits

Respondents are required to complete and submit detailed responses to this Proposal, including, but not limited to the submittal requirements set forth in section 6.2 of this document and all Exhibits and applicable schedules.

7.7 Confidentiality

The Respondents agrees to keep the information related to all contracts in strict confidence. Respondents agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit other to do so, taking such reasonable measures as are necessary to restrict access to the information in the Respondents possession, to those employees on the Respondents staff who must have the information on a "need-to-know" basis. The Respondents agrees to

immediately notify, in writing, CEDA's authorized representative in the event the Respondents determines or has reason to suspect a breach of this requirement.

7.8 EEOC

Respondents participating on this agreement must display EEO (Equal Employment Opportunities)/AA (Affirmative Action) posters; they must have established policies, processes and forms to address complaints of discrimination by employees and clients.

7.9 Non-Discrimination

Respondents participating on this agreement shall not (1) fail or refuse to hire or to discharge any individual or otherwise discriminate against any individual with respect to his or her compensation, or the term, conditions, or privileges of his/hers employment because of such individual race, color, religion, sex, age, handicap or national origin. (2) Limit segregate, or classify employees or applicants for employment in any way which deprives or tends to deprive any individual of employment opportunities or otherwise adversely affect his/hers status as an employee, because of such individuals.

7.10 Drug-Free Workplace

Every contract of over \$10,000 shall include the following provisions:

During the performance of this contract, the Respondents agrees to (i) provide a drug-free workplace for the Respondents employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Respondents workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or behalf of the Respondents that the Respondents maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every sub-contract or purchase order of over \$10,000, so that the provisions will be binding upon each sub-Respondents.

For the purpose of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a Respondents in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the contract.

7.11 Appeal and Protest

Unsuccessful Respondents shall have (5) five calendar days from the date of notification of the contract award to file a written protest with CEDA, through the Procurement Department. The written protest shall include reason(s) for the protest with supporting documentation where appropriate.

Appeal/Protest procedures that are required by federal/state program funding sources shall take precedent where applicable take precedent where applicable. The President/CEO or his designee shall conduct a review of all information/documents submitted by the Respondents, and shall take other steps as deemed necessary for a fair and impartial process of review. The President/CEO will render a final decision, which shall be binding and without additional appeal rights

SECTION 8 PROPOSAL AFFIDAVIT

On behalf of _____, I submit this proposal to CEDA to
(Business)

provide a Call Center.

I certify that I _____ have full authority to bind
(Name)

_____ to this proposal and the terms and conditions of
(Business Name)

this Request for Proposals.

Signature of President or Authorized Officer

Title of President or Authorized Officer

Date

For questions regarding this response please contact:

Name

Title

Telephone Number

Fax Number

Email Address

Mailing Address, City, State Zip

EXHIBIT A INSURANCE REQUIREMENTS

Sub-Recipients must advise CEDA of the limits it currently maintains of the types of insurance coverage set forth below, and must provide the CEDA with certificates evidencing such coverage. CEDA reserves the right to ask for higher levels of coverage.

TYPE	MINIMUM ACCEPTABLE LIMITS OF LIABILITY
Worker's Compensation	Statutory-State of Illinois
Employers	
a. Each Accident	\$500,000.00
b. Each Employee Disease	\$500,000.00
c. Policy Aggregate Disease	\$500,000.00
Commercial General Liability	
a. Per Occurrence	\$1,000,000.00
b. General Aggregate	\$1,000,000.00
1. General Aggregate-Per Project	\$1,000,000.00
2. General Aggregate Products	\$1,000,000.00
Completed Operations	\$50,000.00
Personal and Advertising Injury	\$5,000.00
Fire Legal Liability (any one fire)	\$5,000.00
Medical Expense (any one person)	\$5,000.00
Umbrella Excess Liability (Coverage must be in excess of Commercial General Liability, Automobile Liability, and Employer's Liability. It shall be no more restrictive than the primary coverage listed.)	\$2,000,000.00 over Primary Insurance \$1,000.00 retention for Self-Insured Hazards Each Occurrence
Business Auto Liability (This Policy must provide coverage for all owned, non-owned, and hired autos.)	\$1,000,000.00

CEDA must be named as additional insured on this coverage as well as on Umbrella Liability. Sub-Recipient must name the following as additional insured on all certificates of insurance:

CEDA, its board members, officers, employees, agents and consultants.

All insurance companies must be rated A-VIII or better by the A. M. Best Company.

Sub-Recipient's assumption of liability is independent from, and not limited in any manner by, the Sub-Recipient's insurance coverage obtained pursuant to this Proposal, or otherwise. All amounts owed by Sub-Recipient to the CEDA as a result of the liability provisions of the Contract shall be paid on demand.

EXHIBIT B

CONTRACTOR'S AFFIDAVIT

Contractor Name

Contractor Address

Contractor Telephone Number

Instructions:

FOR USE WITH ALL CONTRACTS. Every Contractor submitting a bid/proposal to CEDA must complete this Affidavit. Please note that in the event Provider is a joint venture, the joint venture and each of the joint venture partners must submit a separate and completed Contractor's Affidavit. In the event Provider is unable to certify any of the statements contained herein, Provider must contact CEDA and provide a detailed factual explanation of the circumstances leading to Provider's inability to so certify.

I certify that I am authorized to execute this Contractor's Affidavit on behalf of the Proposer set forth above, that I have personal knowledge of all the information set forth herein and that all statements, representations, information and documents provided in or with this Affidavit and attachments hereto are true and accurate.

Proposer may report any change in any of the facts stated in this Affidavit within fourteen (14) days of the effective date of such change by completing and submitting a new Affidavit.

Company Name

Signature of Authorized Officer

Name of Authorized Officer (Print or Type)

Title

All Proposers shall provide the following information with their bid/ proposal/ contract. Complete all blanks by entering the requested information, or, if the question is not applicable, answer with "N/A". If the answer is other, please identify.

- 1. Date of application: _____
- 2. Company: _____
- 3. Parent Company: _____
- 4. Contact Name: _____
- 5. Street Address: _____

- 6. Mailing Address [if different]: _____

- 7. Telephone (1): _____
- 8. Telephone (2): _____
- 9. Fax Number: _____
- 10. Website Address: _____
- 11. E-mail Address (include name): _____
- 12. Employer's Federal ID# / Social Security #: _____
- 13. DUNS #: _____

Contractor is a Corporation Sole Proprietor
 Partnership Not-For-Profit
 Joint Venture LLC

Date Business Started: _____

SECTION 1. For Profit Corporations, Limited Liability Corporations, or Not-For-Profit Corporations

- a. Incorporated in _____
- b. Authorized to do business in the State of Illinois Yes No
- c. Names of all officers and directors of corporation (or attach a list)

Name & Title

SECTION 2. Partnership

If the Proposer is a partnership, indicate the name of each partner or attach a list and the percentage of interest of each therein.

<i>Name of Partners</i>	<i>Percentage of Interest</i>
_____	%
_____	%
_____	%
_____	%
_____	%

SECTION 3. Sole Proprietorships

- a. The Proposer is a sole proprietor and is not acting in any representative capacity on behalf of any beneficiary:
 Yes No *If "No," complete items b and c.*
- b. If the sole proprietorship is held by an agent(s) or a nominee, indicate the principle(s) for whom the agent or nominee holds such interest.

Name(s)

- c. If the interest of a spouse or any other party is constructively controlled by another person or legal entity, state the name and address of such person or entity possessing such control and the relationship under which such control is being or may be exercised:

SECTION 4. Joint Venture

If the Contractor is a joint venture, indicate the name of each partner or attach a list and the percentage of interest of each therein.

<i>Name of Partners</i>	<i>Percentage of Interest</i>
_____	%
_____	%
_____	%
_____	%
_____	%

SECTION 5. Certification Regarding Suspension and Disbarment

Sub-Recipient certifies to the best of its knowledge and belief, that it and its principles are not presently debarred, suspended, proposed for debarment, ineligible or voluntarily excluded from transactions by any Federal, State or local government agency and have not within a (3) year period preceding this proposal been convicted of or had a civil judgment rendered against them for the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or Local) transaction or contract under a public transaction, a violation of Federal or State antitrust statutes, or the commission of embezzlement, theft forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. Further, Sub-Recipient certifies it is not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or Local) with commission of any of the offenses enumerated in Section 2(a) above, and have not within a (3) year period preceding this agreement had one or more public transactions (Federal, State or Local) terminated for cause or default.

SECTION 6. Verification

Under penalty of perjury, I certify that I am authorized to execute this Sub-Recipients Affidavit on behalf of Sub-Recipient set forth on this page, that I have personal knowledge of all the certifications made herein and that the same are true.

Signature of President or Authorized Officer

Title

Date

NOTARY PUBLIC

On this day, _____ personally appeared before me to me known to be the person(s) described in and who executed the within and foregoing instrument, and acknowledged that he/she signed the same as his/her voluntary act and deed, for the uses and purposes therein mentioned.

Witness my hand and official seal hereto affixed

This _____ day of _____, _____.

Notary Public in and for the State of _____, County of _____.

My commission expires _____.

Notary Signature _____

AFFIX NOTARY SEAL:

**EXHIBIT C
DIVERSITY FORM**

GENERAL PROPOSER INFORMATION:

1. Name of Company: _____
2. Are you or your firm certified as a small, minority, female or disadvantaged business enterprise by a municipal, State or Federal agency?
[] Yes [] No
3. If yes, answer the following:
 - a. List agency: _____
 - b. Attach a copy of your certification letter.
4. Is your firm certified as a minority business by the Chicago Minority Business Development Council?
[] Yes [] No
5. Is your firm certified as a female owned business by the Women's Business Development Agency?
[] Yes [] No
6. Attach a copy of your certification letter.

EXHIBIT D
CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature

Title

Organization

EXHIBIT E
BUSINESS INFORMATION AND REFERENCES

1. How many years has this company been in business? _____

2. Do you have a current business license? [] Yes [] No
 - a. In what city or town is the business licensed? _____

3. Provide the name, telephone number and address of (3) references for jobs whose scope of work is similar to that which is specified in this bid.

Company/Agency Name _____
Address _____
Phone _____ Contact _____
Type of Business _____

Company/Agency Name _____
Address _____
Phone _____ Contact _____
Type of Business _____

Company/Agency Name _____
Address _____
Phone _____ Contact _____
Type of Business _____